



# **CAL-ACCESS Replacement System**

## **CARS Project**

**California Secretary of State**

### **Project Glossary**

**Final V0.5D**

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**REVISION SUMMARY**

<b>Version #</b>	<b>Change Date</b>	<b>Author</b>	<b>Comment</b>
0.1	02/21/2017		Initial draft version
0.2	03/30/2017		Cleanup for SI RFO terms
0.3	06/06/2017		Incorporated comments from SOS PMO
0.4	09/20/2017		Added business terms
0.5	10/17/2017		Expanded RFO terms

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# 1 Introduction

The CAL-ACCESS Replacement System (CARS) Project Glossary is a combination of important term definitions and acronyms referenced within applicable government and project standards, project documents, and those most commonly used by the Secretary of State (SOS) or Project Team members. Terms and acronyms included within this glossary are referenced whenever possible in various source documents.

To the extent possible, items referenced in the CARS Project Documentation contain references to the Project Glossary or contain the “exact” wording as stated in the Glossary term entries.

## 1.1 Source Documents

- Request for Offer SOS 0890-050 (SI RFO)
- Project Management Plan (PMP)
- Risk Management Plan (RMP)
- Issues Management Plan (IMP)
- Schedule Management Plan (SMP)
- Change Management Plan (CCMP)
- Contract Management Plan (CMP)
- Communications Plan (CP)
- Office of System Integration Best Practices web site (OSIBP)
- Project Management Institute Body of Knowledge (PMBOK)
- Other CARS Project Documentation

The SI RFO terms are updated once a draft of the SI RFO is ready. If a reference is not included, it is unknown or listed as an Acronym.

## 1.2 Maintenance

This document is a living document throughout the project's life cycle. The document is reviewed and updated in accordance with the CARS Document Management Plan. Any source document that requires a formal change control process triggers a review of the CARS Project Glossary. Additional review and updates could occur based on the project needs.

When changes occur, the version number is updated to the next increment and the date after appropriate review. Version numbers adhere to the boundaries specified in the Document Management Plan.

# 2 Glossary of Term Definitions

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [Glossary of Acronyms](#)

Term	Definition	Source
§	Section as in California Government Code Section (§)	SI RFO
<b>A</b>		
“Accepted” Status	An Accepted status means that the entered data (registration or activity report) is available for website publication, search and reporting functionality. This status is an Active state.	

Accept and Apply	In CARS, the process of receiving and validating data, and incorporating the data into the CARS database.	CARS Use Cases
Acceptance	A written notice from State to Contractor that a Deliverable has conformed to its applicable Acceptance Criteria in accordance with the process described in Attachment 1, paragraph 10 - Inspection, Acceptance and Rejection of Contractor Deliverables.	CARS Deliverable Review Process
Acceptance Criteria	The subset of specifications against which each Deliverable is evaluated and which are described in DEDs.	CARS various RFOs
Acceptance Tests	Those tests performed during the Performance Period that are intended to determine compliance of equipment and software with the specifications and all other attachments incorporated herein by reference and to determine the reliability of the equipment.	SI RFO
Account Statement	Information presented online representing financial transactions for a filing entity. It includes invoices (open and closed), payments, refunds and adjustments. When viewed online, the User can "drill-down" from the account statement summary to view details of financial transactions. The account statement may also be printed and sent to a filing entity via the filer's choice of communication method.	
Active State	Data (registration or activity report) in an Active state is published on the website and is available for search or reporting functionality.	
Activity Report	Also known as a "Filing," this is political financial information provided by a campaign or lobbying entity to meet disclosure responsibilities set by FPPC.	
ADA	Americans with Disabilities Act – Federal law that prescribes requirements for accessibility.	SI RFO
Ad Hoc (search)	An ad hoc search can be dynamically created in real-time by a CARS user. A 'Registered User' can save an ad hoc search to their user profile.	
Ad Hoc (report)	An ad hoc report can be dynamically created by a CARS user using a predetermined set of data elements. Saving an ad hoc report is only available to a Registered User.	
Administrative Termination	Termination of a filing entity by direction of the FPPC.	
Amendment	Filers are required to maintain current and accurate account and activity report information. Data updates (adding, changing or removing) are done within the amendment process.	
Anonymous User	Any visitor to the website who can search for and view publicly available information. The Anonymous User can search, view, print and download website data. However, a User account must be created in order to save a search query for future use.	

Antivirus	Antivirus software is a type of application that will protect CARS from viruses, worms and other malicious code. The antivirus programs should monitor traffic while you surf the Web, scan incoming email and file attachments and periodically check all local files for the existence of any known malicious code.	SI RFO
Application Program	A computer program which is intended to be executed for the purpose of performing useful work for the user of the information being processed. Application programs are developed or otherwise acquired by the user of the Infrastructure/Software system, but they may be supplied by the Contractor.	SI RFO
Application Software	Software that is developed to achieve a specific set of interrelated tasks and may be custom-developed or commercially available. An application software product that is developed to support a general class of commonly occurring tasks --- such as common business functions (e.g., accounting software) or office automation functions (e.g., word processors) --- and is intended to be used by a diverse set of end-users in different settings is referred to as a commercial application software product. When an application software product is developed to perform a very specific set of tasks to meet the needs of a more limited number of end-users --- sometimes the needs of a single end-user organization or set of organizations --- this is often referred to as a custom application software product (see Custom Software).	SI RFO
Application System Support	Includes performance, capacity and throughput monitoring of individual application subsystems and major application performance, change management and coordination, development of functional enhancements or corrective application code, patch and version installation, configuration and testing, problem investigation and resolution or escalation, upkeep of change records and performance statistics and end user support.	SI RFO
Archive	The process of retaining the system records forever – No purging	SI RFO
Artifact	Tangible by-products of a process that support project decisions or Deliverables	DMP
ASTROS	Acquisition & Service Tracking Registration Online System. A Secretary of State automated workflow system that will route the contract request and SOW to the appropriate entities for review and approval. Depending upon the contract type and value, external entities (such as DGS) may also have to review and approve the contract. Astros also records and tracks procurement requests. Depending upon the contract type and value, external entities (such as DGS) may also have to review and approve the contract.	Cost Management Plan
Attachment	A mechanical, electrical, or electronic interconnection to the Contractor-supplied Machine or System of Equipment, manufactured by other than the original Equipment Manufacturer that is not connected by the Contractor.	SI RFO

Authorized <type> User	This term designates a user whose profile includes permissions to perform the stated action. For example, "The authorized PRD Staff..." would indicate that specific user permissions are required to perform the stated action.	
Avoidance	A Risk Response category for actions that, if executed sufficiently in advance, will prevent a risk from occurring.	RMP
<b>B</b>		
Baseline	A set of specifications, a work product or a document that has been formally reviewed and approved. The approved artifact serves as a starting point for Change Control of the artifact.	PMBOK
BL	Business Lead –Subject matter expert in California Political Reform law and business practices	SI RFO
Business Day	Reflects a routine work day according to the State of California, excluding State holidays (as specified in State of California Department of Personnel Administration website <a href="http://www.dpa.ca.gov/personnel-policies/holidays.htm">http://www.dpa.ca.gov/personnel-policies/holidays.htm</a> ) and any State-mandated furlough days	SI RFO
Business Entity	Any individual, business, partnership, joint venture, corporation, S-corporation, limited liability corporation, limited liability partnership, sole proprietorship, joint stock company, consortium or other private legal entity recognized by statute	SI RFO
Buyer	The State's authorized contracting official.	SI RFO
<b>C</b>		
"Cancelled" Status	Data (registration or activity report) that has been entered, but cancelled before it was submitted. This status is an Inactive state.	
California Multiple Award Schedule (CMAS)	CMAS is a list of products and services acquired under the procurement program by the same name. This program is run by DGS.	CMP
CA-PMF	California Project Management Framework – California Department of Technology adopted project management standard	SI RFO
CAL-ACCESS	California Automated Lobbyist and Campaign Contribution and Expenditure Search System. California's system to provide public information on campaign disclosure and lobbying financial activity, providing financial information supplied by state candidates, donors, lobbyists, lobbyist employers and others	SI RFO
CARS	CARS is the acronym used to identify the CAL-ACCESS Replacement System Project. It may also be used as an adjective to specify a product or aspect of the CAL-ACCESS Replacement System Project.	

CARS Solution	<p>The term representing the most inclusive scope of the processes, infrastructure, and other activities required to address the CAL-ACCESS Replacement System requirements within the state of California specified in the CARS SI RFO. The CARS Solution includes infrastructure components, telecommunications, software and automated and procedural products and processes necessary to:</p> <ul style="list-style-type: none"> <li>Develop, test, deploy and operate the CARS System, including the CARS System interface with the external stakeholders</li> <li>Train and prepare SOS staff and external stakeholders to operate the CARS system and/or its interface for the electronic filers</li> <li>Revise, develop, implement, and train on the business processes and procedures needed to support the SOS staff in their ongoing performance of their respective Political Reform activities once CARS is implemented</li> </ul>	SI RFO
CARS System	That subset of the CARS Solution that includes all infrastructure, telecommunications and software and procedural products and processes primarily hosted (originating) at SOS which are required to develop, test, deploy, maintain and operate the CARS automated processing as well as develop, test, deploy and operate the CARS System	SI RFO
CARS System Acceptance	SOS Acceptance of the CARS System at the end of Phase VI Deployment and Cutover. Criteria for CARS System Acceptance shall include criteria and conditions cited in Attachment 1, Section 10 (e) – CARS System Acceptance	SI RFO
CARS System Software	Includes any Application Software that is developed or modified by the Contractor to meet the requirements and other specifications of this Contract for the CARS System	SI RFO
CDL/ID	California DMV-issued driver's license (CDL) number or Identification Card (ID) number	SI RFO
Certification	The State's receipt of notice and, if requested by State, full supporting and written documentation (including without limitation test results) from a Contractor that the Contractor has, as applicable: completed a Deliverable in accordance with its Acceptance Criteria or pre-tested a system for compliance with the applicable Specifications and confirmed that the Deliverable, including but not limited to the CARS System, is ready for applicable Acceptance Tests and/or implementation	SI RFO
Change Control Board (CCB)	A group that reviews change requests and makes recommendations to the appropriate approval authority of the group	CCP/ PMBOK
Change Order (CO)	A formal means to communicate that a request to modify scope, schedule or costs has been authorized as described within the associated request. A CO may require a modification to an existing contract agreement. (See the CCP for more information.)	PMBOK



Change Request (CR)	A formal request to modify project scope, cost, schedules, policies, processes, plans or procedures	CCP/ PMBOK
Close-Out	In this SI RFO, close-out refers to contract closure activities conducted and completed during Phase V – First Year Operations and Close-out.	SI RFO
“Closed” Status	If a filing entity registration is submitted and remains in Pending status without providing the response requested to resolve the Pending status, then PRD may "Close" the registration. Considered an Inactive state.	
CMMi	Capability Maturity Model Integrated for development	SI RFO
Configure	Unless otherwise specified, this term means that a PRD Admin user may define, configure and implement data values for the stated requirement. This is done in accordance with statutory and FPPC regulations and requirements.	
Configurable	<p>Changeable by an authorized administrator. The term “configurable” is used for rules that are specified in a requirement in Section V, Table VI.1 – Mandatory CARS System Requirements, Functionality Reference, and Requirement Response Form or Table VI.2 – CARS Technical Requirements and Response Form. These rules determine what action the CARS System will take based on a combination of data elements; they may apply to matching of records, validation of data, ranges of values for CARS fields, or grouping, sorting or filtering of records. For each rule, an authorized administrator will be able to specify:</p> <ul style="list-style-type: none"> <li>Particular data element(s) (e.g., first name, date of birth, address) and combinations of data elements that is/are evaluated in the rule</li> <li>One or more criteria against which data elements are evaluated (e.g., first four characters match, all characters match exactly, all characters match exactly with one pair of characters transposed, field is greater than a specified value, field is populated, field has a particular value or range of values, field value conforms to defined format standards for the field, etc.)</li> <li>Each possible outcome of the evaluation of specified data against the specified criteria. For example, for a rule for matching records, the administrator will specify the thresholds and/or calculations for determining whether two records represent a high-confidence match, a high-confidence non-match, or a potential match. For a data validation rule, the administrator will specify data conditions that CARS will return as a result of accepted vs. deficiency vs. critical error. Configurable rules are also extensible: an authorized SOS Administrator must be able to add new rules of either type, add or change data elements to be evaluated, add or change evaluation criteria against which data are evaluated and add or change the nature of outcomes based on evaluation of criteria.</li> </ul>	SI RFO

Configuration Management	A discipline applying to technical and administrative surveillance tools and process to work products subject to change management	PMBOK
Confirmation Number	The system assigns a unique number associated with the confirmation that a transaction has been successfully submitted.	
Contingency	A planned Risk response to mitigate the impact to scope, cost or schedule if the risk is realized	RMP / Previous Glossary
Contract	Contract or agreement (including any purchase order), by whatever name known and in whatever format used	Contract Management Plan
Contract Award Date	The date the Department of General Services approves a Contract with the CARS Contractor	Contract Management Plan
Contractor	The business entity with whom the State enters into a contract. Contractor shall be synonymous with “supplier”, “vendor” or other similar term.	Contract Management Plan
Contributor	An individual or business entity who contributes \$100 or more to a single committee.	
Correspondence	Correspondence is a stored record of “Official” information communicated to a Registered User via the User’s selected preference (e.g. email, snail mail, etc.). This information typically informs the User of a system action that has occurred, a change of filer registration or disclosure status, or an action the User needs to take. Examples include Lobbying Registration Renewal letter, Ethics Certification Warning, Fine Letter, Refund Letter, Penalty Letter, request for information, etc.). Prior correspondence may be viewed and/or reproduced as it was originally generated and sent.	
Correspondence Template and Components	The Correspondence template is the framework used to create or assemble system correspondence. While some elements of the template may be static (e.g. header, footer, etc.) most of the content is dynamic – or - based on selection of different components (e.g. addressee data, verbiage snippets providing or requesting information, etc.). The same template is used to create the letter, regardless of the method of delivery (e.g. snail mail, email, etc.). Correspondence may be automatically generated based on a system action, or PRD staff may manually generate the correspondence.	
Custom Software	Software that does not meet the definition of Contractor Commercial Proprietary Software, including but not limited to software and modifications, as well as interfaces to other systems, but excluding Third-Party Software	SI RFO
<b>D</b>		
Data	The State’s records, files, forms, data and other documents, including but not limited to converted data that will be processed by the CARS System	SI RFO

Data Processing Subsystem	A complement of Contractor-furnished individual machines, including the necessary controlling elements (or the functional equivalent) and Operating Software, if any, which are acquired to operate as an integrated group, and which are interconnected entirely by Contractor-supplied power and/or signal cables; e.g., direct access controller and drives, a cluster of terminals with their controller, etc.	SI RFO
Data Record	<p>This term is used in the context of searching and reporting system data. A record represents a grouping of data in a meaningful manner.</p> <p>Example 1: When searching for a specific Registered User, one or more "record(s)" may be displayed in a list that shows data such as the Registered User's name, address, linked entities, etc., which will enable the User to select a desired Registered User.</p> <p>Example 2: When creating a report of all Lobbyists who have not complied with Ethics Training requirements, the report will include "records" that may include the Lobbyist's name, address, phone number; date of pending registration revocation, etc.</p> <p>This term is used in the context of searching and reporting system data. A record represents a grouping of data in a meaningful manner.</p>	
Date of Qualification	This date is provided by the filing entity when the qualification financial threshold level has been met. For campaign committees, entry of this date triggers the assessment of the original Annual Fee.	
DBMS	Database Management System/Software (e.g. Oracle, SQL Server)	SI RFO
Deactivate	Authorized PRD Staff may "deactivate" data, which remains in the database and may be: 1) included in search results, 2) presented for viewing, 3) included in historical representations that may otherwise include the data.	
Deficiency	A failure of a Service or Deliverable, including without limitation a malfunction in the Contractor-supplied infrastructure or software, which prevents or impairs the accomplishment of work, or an omission, defect or deficiency in a service or Deliverable, which causes it not to conform to its applicable specifications	Contract Management Plan
Delete	In very rare instances, data may be fully removed from the database. This would likely be done only by a User with System Administrative privileges.	
Deliverable Expectation Document (DED)	A DED describes the Contractor's proposed approach to preparing a CARS Deliverable, including the methodology, format, content, level of detail, relevant standards, assumptions and constraints and applicable Acceptance Criteria.	Contract Management Plan

Deliverables	Contractor's products which result from the Services and which are provided by the Contractor to the State (either independently or in concert with the State or third parties) during the course of the Contractor's performance under this Contract, including without limitation equipment and other deliverables which are described in Exhibit 2 and in Change Requests and Work Authorizations.	Contract Management Plan
Deliverable Dependency	The specified reliance between two or more particular Deliverables	SI RFO
Detail-level Data Display	A level of displayed record detail that reflects all associated record information. Note: what record information a user can view is dependent on the user's security role.	
Development Environment	A separate technical environment for use by multiple developers to write and develop code	SI RFO
Documents	All CARS project documentation and artifacts produced by the efforts of the project. See Artifact in the Glossary Term Definitions.	DMP
Disaster Recovery	Disaster recovery is the process, policies and procedures related to preparing for recovery or continuation of technology infrastructure critical to an organization after a natural or human-induced disaster. Disaster recovery is a subset of business continuity. While business continuity involves planning for keeping all aspects of a business functioning in the midst of disruptive events, disaster recovery focuses on the IT or technology systems that support business functions.  The California CIO defines all recovery planning under the definition of Operational Recovery Planning in SAM section 4843.	SI RFO
Disposition	The final settlement of a matter, such as the determination that a filing entity registration meets all criteria and is deemed "Active." this term may also indicate a ruling by a court or government agency, such as the Franchise Tax Board.	
Diversity of design	Diversity of Design is defined as the approach in which the infrastructure and software elements that constitute a system are not copied, but are independently designed to meet the system requirement. The ability of a system to continue the correct delivery of its service even in the case of error conditions or intrusions is of utmost importance for critical applications such as CARS.	SI RFO
Documentation	Nonproprietary manuals and other printed materials necessary or useful to the State in its use or maintenance of the Equipment or software provided hereunder. Manuals and other printed materials customized for the State hereunder constitute Documentation only to the extent that such materials are described in or required by the Statement of Work.	SI RFO
Document ID Number	The system-number assigned to an uploaded item (e.g. photo, document or other image) associated with a Registered User or Filing Entity Account transaction/correspondence.	

<b>E</b>		
Equipment	The computer infrastructure on which the software shall operate following its delivery, all operating software for use with the equipment, and telecommunications facilities and services as listed in the Contract	SI RFO
Equipment Failure	A malfunction in the equipment, excluding all external factors, which prevents the accomplishment of the equipment's intended function(s). If microcode or Operating Software residing in the equipment is necessary for the proper operation of the equipment, a failure of such microcode or Operating Software which prevents the accomplishment of the equipment's intended functions shall be deemed to be an Equipment Failure.	SI RFO
Escalation	Escalation refers to a defined process for elevating an issue or a risk to a higher level of authority for resolution.	PMP, RMP, IMP, CCP
Ethics Certification Status	This status indicates whether the Lobbyist's registration has been revoked due to noncompliance with Ethics Certification; or has been reinstated when the Lobbyist has complied. This status is used in addition to the Registration Status.	
Executive Steering Committee (ESC)	Executive Steering Committee. ESC is the CARS project governance body with final decision-making authority.	Governance Plan
External Stakeholders	FPPC, FTB, California Legislature, California Statewide Election Electoral Candidates, Lobbyists, filing entities, filing software providers, California public and local governmental agencies interested in Political Reform information	SI RFO
<b>F</b>		
Facility Readiness Date	The date specified in the Statement of Work by which the State must have the site prepared and available for equipment delivery and installation	SI RFO
Fee	An active campaign committee is assessed an Annual Fee each year; a lobbying entity is assessed a Registration Fee with each registration that occurs for a Legislative Session.	
Filer	A user who submits registration information or reports disclosure activity. The filer may be a candidate/officeholder or representative of a campaign or lobbying entity.	
Filing Entity	The entity or the representative of the entity designated to perform actions such as completing the penalty of perjury attestation.	
Filing Entity or Filer ID Number	The account number system-assigned when a Filing Entity is registered.	
Filing History	Campaign Finance or Lobbying disclosure history reported by the filers to the California Secretary of State	SI RFO
Filing Data	Campaign Finance or Lobbying disclosure details reported by the filers to the California Secretary of State	SI RFO
Fine	An assessment levied against a filing entity when a required activity report is submitted after its deadline.	

FPPC	Fair Political Practices Commission. Responsible for enforcement of the Political Reforms Act.	
<b>G</b>		
Goods	All types of tangible personal property, including but not limited to materials, supplies, and equipment (including computer and telecommunications equipment)	Contract Management Plan
Government Agency User	A category of User that refers to representatives of agencies such as CalSTRS, CalPERS, UC Board of Regents, etc.	
<b>H</b>		
Hold for PRD Review Status	Data (registration or activity report) that has been submitted, but has been triggered for review by PRD staff before it can be considered Accepted. An example is if a Campaign Committee enters a filer-defined committee name, which must be manually reviewed for compliance with FPPC committee naming requirements. This status is an Inactive state.	
Hybrid Cloud	Hybrid cloud is a cloud environment which uses a mix of on-premises and cloud services with orchestration between the two platforms.	SI RFO
<b>I</b>		
Implementation	The process for making the CARS System fully operational in accordance with its specifications for processing the data in the State's normal business operations. Implementation shall be completed when the Contractor has completed the Implementation Services according to the Work Plan.	SI RFO
"In Progress" Status	Data (registration or activity report) that has been entered and saved, but not submitted. This status is an Inactive state.	
Inactive State	Inactive data is not available for website publication, search or reporting functionality. Includes data that has been saved, but not submitted, as well as data that has been submitted but is still in a Pending status.	
Incremental Development Approach	The incremental development approach is a method of software development where the application is designed, implemented and tested incrementally (a little more is added each time) until the product is finished.	SI RFO
Infrastructure	Usually refers to computer equipment and is contrasted with software. See also Equipment.	SI RFO
Invoice	A transaction representing a charge for an assessed fine, fee or penalty. An invoice may have only one assessed charge.	
Information Technology (IT)	Includes, but is not limited to, all electronic technology systems and services, automated information handling, system design and analysis, conversion of data, computer programming, information storage and retrieval, telecommunications which include voice, video, and data communications, requisite system controls, simulation, electronic commerce and all related interactions between people and machines	SI RFO

Installation Date	The date specified in the Statement of Work by which the Contractor must have the ordered infrastructure ready (certified) for use by the State	SI RFO
Integrated Project Schedule (IPS)	An integrated project schedule provides a comprehensive view of what will occur, when, who is expected to do it and how tasks relate to one another. It contains the tasks/activities of SI Contractor, SOS staff and other SOS contractors that must occur in order to meet the requirements of this SI RFO. The IPS must contain a list of planned tasks, milestones, estimated completion dates, resource assignments and dependencies between tasks. The IPS must also include tasks' dependencies on other CARS Team members' (staff, other Contractors) activities, including but not limited to deliverable planning (Deliverable Expectation Document development and approval and SOS review of submitted deliverables, each as described in Attachment 1 - Statement of Work) and Contractor correction of deficiencies.	SI RFO
Interactive	Allows user to view and modify data in the CARS database directly on a real time basis	SI RFO
Iterative Development	Iterative development is a way of breaking down the software development of a large application into smaller chunks. In iterative development, feature code is designed, developed and tested in repeated cycles.	SI RFO
Issue	A situation, problem, or an activity that has happened or is happening at present which impacts the approved Project Plan	SI RFO
Issue Management	A formal and systematic process for clarifying, evaluating and responding to the impact of issues affecting approved scope, schedule or resources as defined in the Project Plan. (See the IMP for more information.)	IMP and PMBOK
Issue Management Plan (IMP)	A project planning document that defines the process for managing issues affecting the overall project	IMP and PMBOK
ITD System Administrator	A representative from ITD who has System Administrative privileges.	-
<b>J</b>		
<b>K</b>		
<b>L</b>		
Level 1 Call	Initial problem report and intake. A solution problem of any severity reported to a Level 1 Help Desk, including those that may be immediately escalated to Level 2	SI RFO
Level 1 Help Desk	Problem report intake; issue triage, initial analysis and intervention and/or escalation; solution navigation and customer care and end user support related to business functionality. May also include maintenance of ticket status, problem diagnostic information, reporting, and user change coordination	SI RFO

Level 2 Help Desk	Advanced Application and Technical Support. Intake of problems escalated as irresolvable from Level 1; additional problem diagnostics and analysis; application of monitoring, probe and other technical investigatory techniques; problem triage, intervention and/or resolution; coordination of problem response across expertise types (e.g., network, systems, database, application); problem referral and escalation; and problem documentation, tracking and reporting. Includes the responsibility for the Contractor to engage any specialized expertise necessary to resolve the problem. Once a problem is escalated, Level 2 is responsible for problem coordination among all levels and for reporting status to Level 1, and operational management.	SI RFO
Lobbying Renewal Status	<p>The Lobbying Renewal status is used for active Lobbying Entities during the Lobbying Renewal period, which begins approximately two (2) months prior to the beginning of a new Legislative Session. The Lobbying Renewal status is used in addition to the Registration status.</p> <p>A Lobbying Filing Entity that is active when the registration renewal period begins is assigned a Lobbying Renewal Status of "Renewal Due." Additional Lobbying Renewal Status indicators may include "Renewal in Progress", "Renewal Completed," etc.</p>	-
Logical Architecture	Defines the processes (the activities and functions) that are required to provide the required services, which can be implemented via software, infrastructure, or firmware. The Logical Architecture is independent of technologies and implementations.	SI RFO
<b>M</b>		
Machine	An individual unit of a Data Processing System or subsystem, separately identified by a type and/or model number, comprised of but not limited to mechanical, electro-mechanical, and electronic parts, microcode, and special features installed thereon and including any necessary software, e.g., central processing unit, memory module, tape unit, card reader, etc.	SI RFO
Machine Alteration	Any change to a Contractor-supplied machine which is not made by the Contractor, and which results in the machine deviating from its physical, mechanical, electrical, or electronic (including microcode) design, whether or not additional devices or parts are employed in making such change	SI RFO
Maintenance	The maintenance and support services which shall be performed by the Contractor and which are described as such in the SI RFO, Proposal and Attachment 1, Exhibits 4 and 5	SI RFO



Maintenance and Operations (M&O)	Operational and technical support services required for information technology environments. Includes performance, capacity and throughput monitoring; firmware patch and version installation, configuration and testing; change control and coordination; troubleshooting; problem resolution and escalation; routine cleaning and adjustment; replacement of expendables; upkeep of maintenance and repair records; and upkeep of inventory status, aging and system health statistics	SI RFO
Manufacturing Materials	Parts, tools, dies, jigs, fixtures, plans, drawings and information produced or acquired, or rights acquired, specifically to fulfill obligations set forth herein	SI RFO
Master Service Agreement (MSA)	An MSA is a service or consultant contract competitively bid with terms issued by DGS. An MSA is a pre-established list of approved vendors in a specified list of categories of services defined by DGS. DGS has specific policies and procedures that are required to enter into MSA contracts.	Contract Management Plan
Mitigation	A risk response strategy that will lessen the probability that an adverse risk event will occur and/or bring the impact to within acceptable threshold limits	PMBOK
MTBF	Mean Time Between Failure – The average expected or observed time between consecutive failures in a system or component	SI RFO
<b>N</b>		
Non-Filer	A Filer who has not filed a Form when required to do so.	
Non-standard addresses	Addresses for countries outside of the United States, including a country code.	
<b>O</b>		
Object Code	The binary code version of a software program loaded into a computer's memory to enable it to perform a program function	SI RFO
Operating Software	Those routines, whether or not identified as Program Products, that reside in the equipment and are required for the equipment to perform its intended function(s), and which interface the operator, other Contractor-supplied programs and user programs to the equipment	SI RFO
Operational Recovery Planning	The management approved document that defines the resources, actions, tasks and data required to manage the technology recovery effort. Usually refers to the technology recovery effort. This is a component of the Business Continuity Management Program.	SI RFO

Online Notification	An online notification is information communicated to a User during an active website session. Most notifications are presented to logged in. Online notifications may be presented at the time they are created, such as when an invoice is created during registration, or when a late activity report incurs a fine. Other notifications may be presented at the time the User logs in, and provide follow-up or reminder information based on previously-sent correspondence (e.g. lobbying registration renewal is due, unpaid invoices, Ethics Certification compliance due, etc.). Notifications are not stored, nor are they otherwise available for historical viewing.	
OTech	Office of Technology Services – the State's data center	SI RFO
<b>P</b>		
Parallel Environment	A separately managed environment that replicates the production application for the pilot counties as they are run in parallel with the old system prior to acceptance	SI RFO
Partner Agency Administrator	A registered user who is granted unrestricted data views and is responsible for managing user accounts for their own government agency staff.	
Partner Agency Staff	Staff associated with agencies external to SOS, such as the FPPC and FTB. Partner Agency staff is authorized to view unrestricted information, and perform limited data entry.	
Partner Agencies	California Franchise Tax Board (FTB), California Fair Political Practices Commission (FPPC)	SI RFO
Payment	Funds presented to PRD to offset an invoice charge. A payment for an assessed fine, fee or penalty is associated with one or more open invoices. A payment may also be received for a PRD-provided service, such as preparation of a data CD, which is not associated with an invoice.	
Penalty	A qualified campaign entity who has not paid their Annual Fees are assessed financial penalties. If Annual Fees and penalties remain unpaid, the entity is subsequently referred to the FPPC.	
Pending Correspondence	This includes system-generated correspondence that has been held for PRD staff review and manually generated correspondence notices.	
"Pending" Status	Data that has been submitted, but additional information is needed before it can be considered Accepted. Considered to be in an Inactive state.	
Performance Testing Period	A period of time during which the State, by appropriate tests and production runs, evaluates the performance of newly installed equipment and software prior to its acceptance by the State	SI RFO
Phase	When capitalized, refers to a CARS Project Phase as described in the SI RFO	SI RFO
Platform Environment	The integrated environment which includes all infrastructure, network and other technical components of the CARS System on which all operating system software, Contractor Commercial Proprietary Software, CARS System Software,	SI RFO

	and Third-Party Software included within the CARS System reside and operate for the CARS System Solution	
Plug-in	Software module capable of being hosted or integrated into another system to extend functionality of that system	SI RFO
PMP	As defined in the PMBOK Guide Third Edition, the Project Management Plan (PMP) is a formal, approved document that defines how the project is executed, monitored and controlled. It may be a summary or detailed and may be composed of one or more subsidiary management plans and other planning documents. The objective of a Project Management Plan is to define the approach to be used by the Project Team to deliver the intended Project Management scope of the project. For the purposes of the CARS Project, the PMP shall define the technical and managerial project functions, processes, activities, tasks, and schedules necessary to satisfy the project requirements and produce required Contractor Deliverables.	SI RFO
Policy	A strategic direction defined by the Secretary of State; a statement of the SOS's position on an issue	Previous Glossary
Postal Mail	Based on a Registered User's preference, correspondence may be sent by postal mail (e.g. USPS, Fed Ex or other alternative "snail" mail carrier).	
PRD Manager	An Executive level role for PRD Managers and PRD Division Chief.	
PRD Staff	PRD staff provides support to all users, particularly registered users who submit registration and activity report information. PRD staff may enter the same information that a filer can enter, and can also perform overrides (based on user permissions) and other system actions related to correspondence, notifications, financial transactions, reports, etc. PRD staff may view public and non-public filer data.	
PRD System Administrator	A PRD staff member who has been assigned a user profile at a system administration level. This user is responsible for management of most system configuration activities and other functions not available to PRD staff.	
Pre-defined, Saved Report	A pre-defined, saved report has been wholly created by Secretary of State (SOS) Political Reform Division (PRD) administrator and made available to other CARS users.  These searches come in two forms: (1) a report that requires no user interaction to run, and (2) a report where a user can enter non-context related parameters; e.g., date range, election, reporting period, etc.	
Primary Filer	A registered user who is authorized to create a filing entity account is designated as the Primary Filer. This is typically the de facto "Entity Account Owner," who may add/link Secondary Filers to the entity account and assign certain privileges and activities that the Secondary Filer(s) may perform, and identify which filers associated with the entity shall receive correspondence/notifications.	

Program Team	Members of the SOS team and members of the county staff	SI RFO
Programming Aids	Contractor-supplied programs and routines executable on the Contractor's equipment which assists a programmer in the development of applications including language processors, sorts, communications modules, data base management systems, and utility routines, (tape-to-disk routines, disk-to-print routines, etc.)	SI RFO
Project	When capitalized, refers to the CARS Project. Also refers to the planned undertakings regarding the entire subject matter of this Contract.	SI RFO
<b>Q</b>		
Quality Assurance	Process of regularly evaluating overall project performance to provide confidence that the project will satisfy relevant quality standards. Performing Quality Assurance includes both defined project processes and specific project results or products produced within the project.	OSIBP/ PMBOK
Quality Control	The process of monitoring and recording results of executing the quality activities to assess performance and recommend necessary changes	PMBOK
Quality Management Plan (QMP)	The Quality Management Plan defines how the project will tailor and administer the SOS quality program to the CARS Project's specific conditions.	OSIBP
<b>R</b>		
Record	See Data Record.	
"Referred to FPPC" Status	This status refers to a filing entity that has been referred to FPPC. This status is neither Active nor Inactive; as it is used in conjunction with the Active status unless/until the FPPC directs that the filing entity must be administratively terminated.	
Registered User	A user who has created a system account with valid login credentials. The Registered User can see publicly available information, and create and save queries/reports for future use.	
Registration Status	The Registration status represents an Active or Inactive state; e.g. Accepted (Active), Pending (Inactive), Terminated (Inactive), etc., of a Filing Entity's Registration.	
"Reinstated" Ethics Status	This status refers to a Lobbyist who has met ethics certification requirements and their Revoked Registration has been reinstated.	
Report	A system-generated (automated or ad hoc queried) presentation of information organized in a narrative, graphic, or tabular form (also referred to as "records"), prepared on ad hoc, periodic, recurring, regular, or as required basis.	
"Revoked" Ethics Status	This status refers to a Lobbyist whose registration has been revoked due to non-compliance with ethics certification requirements.	
Risk	From the Master Issues List: Something that may happen and, if it does, will have a positive or negative impact on the project	SI RFO

Risk Acceptance	A risk designation reflecting an informed decision to accept the consequences and likelihood of a particular risk	RMP
Risk Management	A formal and systematic process for clarifying and evaluating risks to the project's scope, schedule and/or resources and for determining course(s) of action to prevent or mitigate a risk	RMP
Risk Owner	A Risk Owner is a project stakeholder who has been assigned ownership of a risk. The Risk Owner is responsible for monitoring each risk and reporting its status updates to the Risk Manager.	RMP
<b>S</b>		
Secondary Filer	A Primary User may grant certain entity-level privileges to a Secondary User who may perform certain actions on behalf of the Primary User.	
Senior PRD Staff	Help Desk-level staff who may create and manage user accounts for PRD, SOS Non-PRD and other government agencies; reset passwords; and perform other higher-level tasks.	
Server Hardening	In a general sense, hardening is the process of securing a computer, system, network or application. More specifically, hardening is the removal or disabling of all components in a computer system that are not necessary to its principal function or functions. By reducing the purposes for which a system is used, the system is rendered less vulnerable to outside attack by hackers or other intruders. General hardening steps include limiting the number of users allowed to access a system, tightening authentication and authorization and access control, and installing basic intrusion-detection/prevention software.	SI RFO
Service Level Objectives	The required timeframes within which the Contractor must correct reported Deficiencies. Service Level Objectives are key elements in a Service Level Agreement.	SI RFO
Service Response Time	The period specified within which the Contractor must respond to the request by the State for correction of a reported Deficiency, indicating that the Contractor understands and will begin work in correcting the Deficiency. Each Severity Level contains a specified Service Response Time (e.g. Severity Level 1 requires the Contractor to respond to State notification of a reported Deficiency within 30 minutes.).	SI RFO
Services	The tasks and services to be performed by the Contractor on the project, as described in the Contract, including without limitation the Statement of Work.	SI RFO
Severity Level	The degree of negative impact of a Deficiency, in a Deliverable, infrastructure or software.	SI RFO
SI Vendor	System Integrator Vendor – Vendor hired to design, develop, and deploy the CARS Solution	SI RFO
Signatures in Lieu	Petition signatures gathered and submitted in support of a candidate as a substitute for all or part of the filing fees required as a candidate for that office (EC §8061 and 8062)	SI RFO

SIMM	State Information Management Manual – policy manual related to Information Technology in California as issued by the California Technology Agency (formerly Office of the Chief Information Officer)	SI RFO
Site License	For each product, the term “Site License” shall mean the license established upon acquisition of the applicable number of copies of such product and payment of the applicable license fees as set forth in the Statement of Work.	SI RFO
Soft-Delete	A Registered User may "soft-delete" data, which remains in the database but is not: 1) included in search results, 2) presented for viewing, or 3) included in historical representations that may otherwise include the data.	
Software	An all-inclusive term which refers to any computer programs, routines, or subroutines supplied by the Contractor, including Operating Software, Programming Aids, Application Programs, Program Products, the CARS System Software, Contractor Commercial Proprietary Software, Pre-Existing Materials that are software and that are included in the CARS System, Third-Party Software, and all upgrades and enhancements thereto all in Source Code and Object Code formats, unless otherwise mutually agreed in writing, except that Contractor is not required to provide Source Code for Third-Party Software unless the licensor provides such Source Code to its customers. Enhancements and upgrades provided by the Contractor prior to completion of the project and during Phase VII – First Year Operations and Close-out shall be included as part of the software.	SI RFO
Software And Modifications	Software or modifications thereof and associated documentation designed or developed on this project	SI RFO
SOS Staff (non-PRD)	Non-PRD SOS staff user accounts are created and managed by PRD Senior Staff. These users may view the same information as PRD staff; however, they have no data entry capability.	
SOSPROD	Secretary of State Production Environment	SI RFO
Soundex	A phonetic algorithm for matching names based on phonetic pronunciation in English	SI RFO
Source Code	The series of instructions to the computer for carrying out the various tasks that are performed by a computer program, expressed in a programming language that is easily comprehensible to appropriately trained persons who translate such instructions into Object Code, which then directs the computer to perform its functions	SI RFO
Source Code Documentation	Defined to include but not be limited to then-current versions of the following when the Source Code is provided by the Contractor:	SI RFO

	<ol style="list-style-type: none"> <li>1. Functional specifications (which describe the function of a software module from a user point of view in detail) and designs for the software, including but not limited to background and the database schema, entity relationship diagrams (where applicable), data objects, and user interface objects</li> <li>2. Information describing how to compile and link the source code modules to obtain working software as well as data structures outside of the module which are required to configure or drive the module</li> <li>3. Source code and documentation for database definition and database procedures (SQL definitions), graphical user interface modules, data interface modules and other software modules, including, but not limited to, build procedures</li> <li>4. Documentation describing installation and support policies and procedures</li> <li>5. Detailed instructions for a programmer and programming notes</li> <li>6. A description of how each interface will work on a technical level, the content and format of protocol streams, and other technical considerations</li> <li>7. All relevant commentary, explanations, and other documentation for the software</li> </ol>	
Specifications	The technical and other written specifications and objectives that define the requirements and/or Acceptance Criteria, as described in the SI RFO, Proposal, Documentation, DEDs, and subsequent Deliverables which have received Acceptance. Such specifications shall include and be in compliance during the term with all performance standards, service level agreements, warranties and applicable state and federal policies, laws and regulations. The specifications are, by this reference, made a part of this Contract, as though completely set forth herein.	SI RFO
SSN and SSN4	Social Security Number and last four digits of Social Security Number	SI RFO
Staging Environment	A preproduction environment that replicates the production environment to stage new application releases prior to migration to the production environment	SI RFO
State	The government of the State of California, its employees and authorized representatives, including without limitation any department, agency, or other unit of the government of the State of California	SI RFO
Statement of Work (SOW)	A narrative description of products, services, or results to be supplied (See the CARS SI RFO Attachment 1 for more details regarding the project scope.)	PMBOK
Subcontractor	A person, partnership, or company that is not in the employment of or owned by the Contractor and that is performing services under this Contract under a separate contract with or on behalf of the Contractor	SI RFO

Successor Deliverable	A Deliverable that must be developed and/or delivered after specific other Deliverable(s) based on the logical relationship between the Deliverables (e.g. Deliverable Dependencies)	SI RFO
Summary-level Data Display	A level of displayed record detail that is not the full breadth of record information.	
System	The complete collection of the Infrastructure, Software and Data as described in this Contract, integrated and functioning together, and performing in accordance with this Contract. This is also referred to as the CARS System.	SI RFO
System Administrator	A PRD employee of the California Secretary of State with appropriate administrative permissions to the CARS System to add or remove system users, reset access passwords, update filing records data, define and schedule reports, change the text associated with standard notices, set configuration parameters, and other appropriate administrative activities for the daily business operations of the CARS System	SI RFO
System Component	Any logical or physical part or feature of the system, such as a module, program, web service, table, menu, etc. A component may be composed of multiple other components; for example, a module may include multiple web services and architecture may include multiple servers.	SI RFO
<b>T</b>		
Telecommunications	The telecommunications and network lines, equipment, software, and services for transmitting data and other information for the State	SI RFO
Terminate	This status refers to a filing entity that wishes to stop all activity and has requested termination. The entity must attest that they meet all requirements before the termination can become effective. The system may also enforce requirements such as submission of certain activity reports based which reports are due while the filing entity is still in an Active status. This status is an Inactive state.	
Test Environment	A separately managed environment appropriate for unit, systems and stress testing of the developed solution and its interfaces	SI RFO
Test Lead	Testing Lead	SI RFO
Third Party Software	Software that is developed by third parties (not including Subcontractors), generally distributed for commercial use and not specifically designed or developed for the State, including without limitation operating system software, tools, utilities, and commercial-off-the-shelf software.	Previous Glossary
Training Development Environment	A technical environment for the development of training modules relevant to end user and system administrator experience with the developed solution and solution technical environments	SI RFO
Training Environment	An independent technical environment established to facilitate instruction in solution features and navigation	SI RFO



Transaction Status	Similar to the Registration status, the Transaction status applies to an Activity report indicating such statuses as "Accepted," "In Progress," "Hold for PRD Review," "Rejected," etc.	
Transactional Basis	As used in the SI RFO, a transactional basis is meant to indicate cases where the data processing interaction between CARS and an external system (e.g., FTB, etc.) is on a record-by-record basis, as opposed to a batch-based sharing of files.	SI RFO
Treasurer	A Filer who may view and submit information (registration, activity report submission, make payments, etc.) based on the permissions granted. A Treasurer may be an entity officer or a professional Treasurer (individual or corporation) hired by the entity to perform these activities on their behalf. A Treasurer may be either a Primary or Secondary Filer.	
<b>U</b>		
Unique Identifier (UID)	Unique number assigned by CARS to a registered donor as required by the FPPC	SI RFO
User	General term that encompasses anyone who accesses the system, whether Anonymous or Registered.	
User Account Identification Number	Unique identifier for each Registered User.	
<b>V</b>		
Vendor/Service Provider	A category of User that refers to an individual or company that is certified to generate and/or submit activity reports on behalf of campaign/lobbying entities.	
<b>W</b>		
Warranty Period	The one year period following satisfactory completion of Phase VI which will commence immediately after the CARS System is fully deployed to, implemented in, and certified in all counties, and the SOS Project Director gives approval to proceed based on decision criteria that include SOS Acceptance of Deliverable VI.5 – CARS System Final Deployment Report, including Delivery of Updated CARS System Source Code and System Documentation	SI RFO
Waiver	<p>A Filing Entity that has been assessed a fine or penalty may submit a request to have these assessments waived. PRD has the authority to waive penalties and/or fees if: PRD has the authority to waive penalties and/or fees if:</p> <ul style="list-style-type: none"> <li>• they are due to a clerical error, or</li> <li>• the committee terminates prior to the effective date of the fee/penalty (voluntarily or via administrative termination), or</li> <li>• a payment to SOS-PRD is erroneously presented to the Franchise Tax Board (FTB) who will cash the check, but the payer PRD record is not updated</li> </ul> <p>FPPC may, at their discretion, waive penalties in other situations.</p>	

Withdrawn Status	This status refers to a Lobbyist who has not filed any activity reports who has withdrawn their registration. Once withdrawn, the lobbyist must cease any lobbying activities. This status is an Inactive state.	
Work Plan	The overall plan of activities for the delivery of Services and Deliverables, and the delineation of tasks, activities and events to be performed and Deliverables to be produced with regard thereto, as provided in accordance with this contract	SI RFO
Work Product	Includes all products provided and services performed under this contract, including without limitation the Deliverables, the Source Code and Object Code for the Custom Software and the Software And Modifications, materials and data; and excludes (1) the Contractor's administrative communications and records relating to this contract and (2) the ideas, concepts, or know-how identified in Attachment 2, Section 37(d), and (3) Contractor Commercial Proprietary Software and Third-Party Software	SI RFO

### 3 Glossary of Acronyms

[Glossary of Terms](#)
[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#)

Acronym	Definition	Source
<b>A Glossary of Term Definitions</b>		
ADA	Americans with Disabilities Act (See ADA in the Glossary of Term Definitions.)	
AIIM	Association for Information and Image Management	SI RFO
ANSI	American National Standards Institute	SI RFO
API	Application Programming Interface	SI RFO
<b>B Glossary of Term Definitions</b>		
BL	Business Lead (See BL in the Glossary of Term Definitions.)	SI RFO
BAT	Business Analyst Team	
<b>C Glossary of Term Definitions</b>		
CARS	CAL-ACCESS Replacement System	
CalPERS	California Public Employees Retirement System	
CalSTRS	California State Teachers Retirement System	
CCB	Change Control Board	CCP
CCP	Change Control Plan	CCP
CCR	California Code of Regulations	SI RFO
CDDI	Copper Distributed Data Interface	SI RFO
CDL	California DMV-issued Driver's License	
CDL/ID	California Driver's License/Identification Document	SI RFO
CMAS	California Multiple Award Schedule	
CMMi	Capability Maturity Model Integration (See CMMi in the Glossary of Term Definitions.)	SI RFO
CMP	Contract Management Plan	
CO	Change Order	
COA	Change of Address	Previous Glossary
COOP	Continuity of Operations	SI RFO
COTS	Commercial Off-the-Shelf	SI RFO
CP	Communications Plan	CP
CPU	Central Processing Unit	SI RFO
CR	Change Request	SI RFO
CSS	Cascading Style Sheet	SI RFO
CPS	CARS Project Schedule	SMP

<b>D Glossary of Term Definitions</b>		
DAD	Document Acceptance Document	DMP
DBMS	Database Management System (See DBMS in the Glossary of Term Definitions.)	SI RFO
DEC	Digital Equipment Corporation	SI RFO
DED	Deliverable Expectation Document	
DGS	Department of General Services	SI RFO
DGS/PD	DGS /PD	OSIBP
DIL	Data Integration Lead	SI RFO
DIP	Data Integration Plan	SI RFO
DL	Development Lead	SI RFO
DMV	Department of Motor Vehicles	SI RFO
DOB	Date of Birth	SI RFO
DVBE	Disabled Veterans Business Enterprise	SI RFO
<b>E Glossary of Term Definitions</b>		
E-60	60th day prior to the scheduled election	SI RFO
ETL	Extract, Transform and Load	SI RFO
EZA	Enterprise Zone Act	
<b>F Glossary of Term Definitions</b>		
F.O.B.	Free on Board	SI RFO
FAQ	Frequently Asked Questions	
FPPC	Fair Political Practices Commission	
FSR	Feasibility Study Report	Previous Glossary
FTE	Full-Time Equivalent	SI RFO
FTB	Franchise Tax Board	
FTP	File Transfer Protocol	SI RFO
FWCRT	The SOS Fines, Waivers, Collections Review Team reviews waivers submitted by filing entities and renders an approval, partial approval or denial decision.	
<b>G Glossary of Term Definitions</b>		
GCDC	Department of Technology Services Gold Camp Campus (See GCDC in the Glossary of Term Definitions .)	
GPA	Government Procurement Agreement	SI RFO
GUI	Graphical User Interface	SI RFO
<b>H Glossary of Term Definitions</b>		
<b>I Glossary of Term Definitions</b>		
IEEE	Institute of Electrical and Electronics Engineers	SI RFO

IFB	Invitation for Bid	SI RFO
IMP	Issue Management Plan	
IPOC	Independent Project Oversight Consultant	SI RFO
IPS	Integrated Project Schedule (See Integrated Project Schedule in the Glossary of Term Definitions.)	
ISO	International Organization for Standardization	SI RFO
ITCU	Information Technology Consulting Unit	PVGP
ITD	Information Technology Division (of SOS)	SI RFO
ITPOF	Information Technology Project Oversight Framework	SI RFO
IV&V	Independent Verification and Validation	SI RFO
<b>J Glossary of Term Definitions</b>		
<b>K Glossary of Term Definitions</b>		
<b>L Glossary of Term Definitions</b>		
LAN	Local Area Network	SI RFO
LAO	Legislative Analyst Office	PVGP
LDAP	Lightweight directory access protocol	SI RFO
<b>M Glossary of Term Definitions</b>		
M&O	Maintenance and Operations (See Maintenance and Operations in the Glossary of Term Definitions.)	
MOTS	Modified Off-the-Shelf	SI RFO
MPLS	Multiprotocol Label Switching	SI RFO
MPSR	Monthly Project Status Report	SI RFO
MSA	Master Service Agreement	CMP
MSD	(SOS) Management Services Division	
MTBF	Mean Time Between Failure (See MTBF in the Glossary of Term Definitions.)	SI RFO
MTTR	Mean Time to Repair – The average expected or observed time required to repair a system or component and return it to normal operation	SI RFO
<b>N Glossary of Term Definitions</b>		
<b>O Glossary of Term Definitions</b>		
OAHA	Department of General Services, Office of Administrative Hearings	SI RFO
OCIO	The California Department of Technology	SI RFO
OCMP	Organizational Change Management Plan	SI RFO
OIS	Office of Information Security	
OTech	Office of Technology Services (See OTech in the Glossary of Term Definitions.)	
<b>P Glossary of Term Definitions</b>		
PCC	Public Contract Code	SI RFO

PDATA	The Political Disclosure, Accountability, Transparency, and Access Fund were established to manage the collection and appropriations of collected fees revenue.	
PDT	Pacific Daylight Time	SI RFO
PM	Project Manager	SI RFO
PMBOK	Project Management Institute Body of Knowledge	SI RFO
PMI	Project Management Institute	SI RFO
PMO	Project Management Office	SI RFO
PMP	<a href="#">Project Management Plan (See PMP in the Glossary of Term Definitions.)</a>	SI RFO
PMP ®	Project Management Professional certification	SI RFO
PMR	Project Management Reviews	SI RFO
PII	Personally Identifiable Information	
PRA	Political Reform Act 2017 of the California Government Code (GC §81000 - §91013)	SI RFO
PRD	Political Reform Division	
PT	Pacific Time	SI RFO
<b>Q Glossary of Term Definitions</b>		
QMP	Quality Management Plan	
<b>R Glossary of Term Definitions</b>		
RFO	Request for Proposal	SI RFO
RMP	Risk Management Plan	
<b>S Glossary of Term Definitions</b>		
SDD	Software Design Description	SI RFO
SEC	Securities & Exchange Commission	SI RFO
SEI	Software Engineering Institute	SI RFO
SIMM	<a href="#">State Information Management Manual (See SIMM in the Glossary of Term Definitions.)</a>	SI RFO
SME	Subject Matter Expert	
SMP	Schedule Management Plan	SI RFO
SOS	California Office of the Secretary of State	SI RFO
SOS PD	Project Director	
SOSPROD	Secretary of State Production Environment	SI RFO
SOW	Statement of Work	
SPR	Special Project Report	Previous Glossary
SRS	Software Requirements Specifications (document)	SI RFO
SSA	Social Security Administration	SI RFO
SSL	Secure Socket Layer	SI RFO
SSN	Social Security Number	SI RFO

SSN4	Last 4 digits of a person's social security number	SI RFO
<b>T Glossary of Term Definitions</b>		
TACPA	Target Area Contract Preference Act	SI RFO
TCP/IP	Transmission Control Protocol/Internet Protocol	SI RFO
TMS	Technology Management Services, Inc.	
TL	Technical Lead	SI RFO
<b>U Glossary of Term Definitions</b>		
UAT	User Acceptance Testing	SI RFO
UCBoR	University of California Board of Regents	
UDEL	Uniform District Election Law (See UDEL in the in the Glossary of Term Definitions.)	SI RFO
UID	Unique Identifier	SI RFO
USPS	United States Postal Service	SI RFO
<b>V Glossary of Term Definitions</b>		
<b>W Glossary of Term Definitions</b>		
W3C	World Wide Web Consortium	SI RFO
WAN	Wide Area Network	SI RFO
WCAG	Web Content Accessibility Guidelines	SI RFO
WTO	World Trade Organization	SI RFO
XML/SOAP	Extensible Markup Language/Service Oriented Architecture Principles	SI RFO